

**Iowa Telecommunications & Technology Commission
Telephonic Meeting
Grimes State Office Building, 1st Floor
Des Moines**

F i n a l

October 15, 2008

Commissioners Present

Betsy Brandsgard, Chairperson (by phone)
Robert R. Hardman, Member (by phone)
Timothy L. Lapointe, Member (by phone)
David A. Vaudt, Ex-Officio Member (by phone)

Commissioners Absent

Michael W. Mahaffey, Member
Pamela A. Duffy, Member

Iowa Communications Network Staff Present

Joseph Cassis, Deputy Director
Dave Marley, Operations Administrator
Kevin Heinzeroth, Finance Administrator
Vicki Wallis, Engineering Administrator
Tami Fujinaka, Government Relations Manager
Gail McMahon, Public Relations Manager
Mark Dayton, Sales and Marketing
Lori Larsen, Administrative Assistant
Diane Van Zante, Secretary (Recorder)

Guests

Kyle Holmgren, Qwest

Call to Order

Ms. Brandsgard called the meeting to order at 10:35 a.m. It should be noted that the Commission does not have a quorum for today's meeting.

Approval of Minutes

Approval of the September 18, 2008 meeting minutes was tabled to the November meeting.

Old Business

Iowa Rural Health Telecommunications Program – Joseph Cassis.

Dave Lingren is sitting on the steering committee for the RFPs. Responses have been received for both the outside plant and network equipment portions of the project. The ICN team hopes to complete scoring on the outside plant responses by October 17. Preliminary network scoring has already been completed and four finalists have been invited to make presentations. Final scoring

will take place after the presentations. The memorandum of understanding between the Iowa Hospital Association (IHA) and the ICN has been approved by IHA legal staff and is now being reviewed by the ICN contracting group.

Terawave Equipment Repair – Mark Dayton.

The ICN originally purchased some equipment from Terawave and entered into a maintenance agreement with them. Subsequent to this, Occam purchased the portion of Terawave that the ICN had conducted business with. Occam would not sign a new maintenance agreement and indicated that it would no longer provide support and repair services. The ICN had an escrow agreement with Terawave to maintain an inventory of supplies to repair the equipment that the ICN purchased. At present, we are having someone analyze material from the escrow account and determine what we should be entitled to. A letter was sent to Occam, asking them to honor the escrow agreement and make us whole. We anticipate an answer this week. Our module inventory is very low and we are working on a contract with Stephen Rasmussen (former Terawave engineer) to facilitate repairs. Mr. Rasmussen is confident that he can make repairs to the modules we have that are in failed state, except for those that are out of life. Mr. Dayton feels this will be a good arrangement for the ICN.

New Business

OSS RFP Preparation and Status – Joseph Cassis/Vicki Wallis.

Vicki Wallis and Michael Tutty are the project managers. The ICN team has been solidifying requirements for the RFP and setting timelines. The management team has approved the scope of the RFP which includes the deletion of about 40 systems. The current schedule calls for the RFP to be complete about the middle of January. It has been broken up into 20 sections for drafting purposes. The team will review all 20 sections before it is released. In terms of the overall schedule, we are on track.

InToto 2008 Conference – Joseph Cassis.

The second annual InToto Conference was held on September 24 and 25. There were about 70 participants from all over the state. The conference theme was “Food for Thought: Catering to Iowans” and the keynote speaker was Dr. Lee Zeits from the University of Northern Iowa. The overall response has been very positive. The ICN plans to hold another InToto Conference next year and hopes to expand the audience base.

Financial Update – Kevin Heinzeroth.

Since the September meeting, the August budget-to-actual statements have been distributed. Video started out ahead of last year, but showed a decline in August. On the whole for the first two months, video is running 4000 hours ahead of last year, but this is typically the slow part of the year when we run in the red, and are positioned to move into the black. The financials for September are currently being reviewed; from an operations perspective, it appears that we are near breaking even. Overall, the ICN is slightly in the red if equipment purchases are taken into account. The Department of Management is starting to review department budgets for FY09 and FY10. The ICN is scheduled to meet with them later this month. While the ICN does not get appropriations, its customers do, so there will be a trickle down affect.

Hiring Practices and Audit – Kevin Heinzeroth.

The Department of Administrative Services, Human Resources Enterprise (HRE), is visiting each state agency to look at its individual hiring policies and practices and subsequently offering recommendations for standardization. HRE met with the ICN a few weeks ago; over the next few weeks, they will contact each ICN manager who filled a position in FY07 to review the process and documentation. Since 2007, the ICN has become more detail oriented in its selection process.

Customer Service Status – Joseph Cassis.

Dave Lingren and his staff have been working diligently on this effort. Their current focus is on customer service order management. Three high profile customer service issues are being shared today:

- 1) Rebuild Iowa Office - Criticism of the ICN policy requiring an agency to submit a service request before work can be started. The agency was concerned that the requirement held up progress. After ICN staff explained the reasons behind the policy, everyone agreed to the process. In the future, ICN staff is encouraged to expedite such matters and assist the customer by filling out the forms in an urgent situation.
- 2) Iowa National Guard – Establishment of a new site in Oelwein. The National Guard stated that the requested due dates were not met. Further investigation revealed that there were four to five individuals from the Guard contacting four to five people at the ICN and trying to circumvent the process. This led to confusion and unmet expectations. The ICN and National Guard identified the key players in each organization and how to escalate similar matters when/if needed.
- 3) Speaker of the House and Chief Clerk/Assistant Chief Clerk – Overall dissatisfaction with ICN service. The Speaker was receiving threatening phone calls and the ICN was unable to trace the calls. Concern was also expressed about the requirement of an RFS for work and payment of an expedition fee to turn down equipment after the end of the legislative session last year. During the upgrade of the Capitol Complex phone system, everyone could not get on the new system right away. ICN staff deemed this an urgent matter and moved everyone to the new phone system, although that did not guarantee they would have caller ID capability. They seemed to be satisfied with the ICN's response. Dave Lingren also visited with the Chief Clerk about a potential, new service. Because of their cyclical nature, the ICN is looking at an exclusive class of service to accommodate the Legislature's specific circumstances. The Chief Clerk was pleased to hear of this possibility.

Other Business

Upcoming ITTC Meeting in Cedar Falls – Tami Fujinaka.

A planning meeting is scheduled for November 20 at Hawkeye Community College in Waterloo. The meeting will begin at 10:00 and is expected to conclude by 3:00. Lunch will be provided for Commissioners and staff members. Ms. Brandsgard and Mr. Gillispie will work together on the agenda for the planning meeting.

Does the Commission want to continue holding the bi-monthly month conference calls?

Commissioners find the information useful and recognize that the calls allow more pertinent issues to be addressed at the regular meetings, yet realize that a call might not be needed some

months. The Chair, Mr. Gillispie, and ICN staff will likely take the matter under consideration and make a recommendation on a month by month basis.

Attorney General Representative Update- Kevin Heinzeroth.

Rob Porter is no longer assigned to the ICN. The Attorney General's Office has not filled Mr. Porter's position yet. At present, the ICN does not have a full time representative, but does have representation. We hope to have that matter resolved in the near future. In the meantime, Director Gillispie has been working with the Attorney General's Office to seek alternate representation.

New Administrative Assistant – Joseph Cassis.

Lori Larsen is the ICN's new administrative assist. She will be taking minutes for the Commission in the future (a transition is planned). Competition for the position was keen, but Lori outshone the other candidates.

Adjournment

There being no further business, the meeting adjourned at 11:15 a.m.